

PLANNING AND DEVELOPMENT DEPARTMENT

DEPARTMENT MISSION STATEMENT:

To guide the revitalization and growth of Fresno to enhance our quality of life, health, and safety.

The Planning and Development Department is the focus of property development and revitalization activity in the City including land use planning, permit issuance, building plan check, inspection services, and code enforcement. The Department also delivers and/or administers programs aimed at the development of affordable low- and moderate-income housing.

The Department is dedicated to improving its customer service to conform with the changing development needs of the citizens of Fresno.

KEY RESULT AREAS:

Key Result Area: Customer Service

Goal: 80 percent of customers refer to our services as “best of class” by June 30, 2006.

The Department is currently working on technology improvements to convert its off-site records to images. The off-site hard files are currently retrieved and examined each time a new land use project is submitted. Customer service will significantly improve if historical documents are readily available electronically.

Resources: Included in appropriations - \$150,000

The Department currently, conducts daily and quarterly customer service surveys.

Resources: Within existing appropriations

The Department will be funding additional staffing in the Public Works (DPW) and Public Utilities Departments (DPU) to expedite project review. Activity levels for the Planning and Development Department have increased significantly. The Department routes entitlement projects to DPW and DPU for the purpose of plan review. DPW currently charges \$91.00 per project and DPU does not have a fee for reviews. As neither department has sufficient staffing to address the increased activity, the amount of \$300,000 will be available to provide both departments with additional resources. The Department is also reviewing its internal processes to increase efficiencies.

Resources: Included in appropriations - \$225,000 to Public Works; \$75,000 to Public Utilities

Goal: 90 percent of customers choose our services if given the choice by June 30, 2006.

The Department is pursuing technology enhancements to improve customer access. The Code Enforcement and Building and Safety Services Divisions will be implementing an interactive voice response system. This system will enhance the “Click to Gov” program and will provide a broad spectrum of customer access to permit, inspect, and code related information. The installation of this system will be valuable to the customer by providing immediate assistance. Additionally, the system will free up staff to work on other health and safety issues in the community. The Code Enforcement Division also intends to purchase and implement a new in-the-field PDA solution to increase inspector productivity for faster resolution to code violations through a simpler automated solution.

Resources: Included in appropriations - \$185,400 (Code Enforcement and Building and Safety)

Goal: Annual customer education is implemented by June 30, 2005.

The Department currently provides educational presentations at neighborhood meetings. The Code Enforcement Division provides educational packages to residences in the sweep areas. The anti-graffiti program—“Bob-Bring-It-Down”—provides education in elementary schools with the 4th grade as the target group. The anti-graffiti program is also presented at other major community events.

Resources: Included in appropriations - \$80,000

The Department currently conducts monthly "Code Workshops" in all Council Districts to educate and build a working relationship with citizens and neighborhood groups in our community. Also, the Code Enforcement website has been improved to provide more information and be more user friendly for Fresno's citizens.

Resources: Included in appropriations - \$50,000

Key Result Area: Employee Relations

Goal: 100 percent of the workforce has the opportunity to meet with their Directors and Assistant Directors in a safe, open setting semi-annually by June 30, 2005.

The Director of the Department will continue to meet with all team members of each division on a quarterly basis.

Resources: Within existing appropriations

Goal: 100 percent of the workforce understands their role to improve the City by June 30, 2006.

The Department has increased internal training opportunities through ongoing safety training, professional development, and educational training for all field staff and office employees. The Department is in the process of establishing policies and procedures along with measures for success and quality for all employees. The training opportunities have resulted in improved community relations, quality of service, and overall knowledge in each Division.

Resources: Included in appropriations - \$54,000

Key Result Area: General Plan

Goal: Allow mixed-use development by 2005.

The Department will be comprehensively updating the Zoning Ordinance over the next three years in order to implement the 2025 General Plan. Amendments to the ordinance prior to the comprehensive update will allow mixed-use development. Mixed-use zoning provides the mechanism to combine different land uses on the same or adjacent lots or within the same building or complex. Mixed-use zoning relies on design, scale, location, and mix to produce a logical and attractive project.

Resources: Included in appropriations - \$350,000 (includes comprehensive update and mixed-use ordinance amendment)

Goal: Open southeast growth area by 2007.

Priority will be given during the next three years to draft a new Southeast Growth Area Specific Plan and Southeast Growth Area Industrial Business Park Plan. These plans will provide a blueprint for growth in the southeast area.

Resources: Included in appropriations - \$300,000

Goal: Complete downtown revitalization by 2010.

The Department is proposing to utilize HOME funds specifically for downtown housing projects including the Broadway Row project. The adopted Broadway Row project is a mixed-use development in the Uptown Arts District. Additional resources have been allocated for another downtown residential mixed-use project. In addition, the Department will give priority to the processing of entitlement and construction projects in the downtown area.

Resources: Included in appropriations - \$3,500,000

Goal: Major Infrastructure Elements of the General Plan achieved by 2010.

Complete Freeway 41 Corridor/Mid-rise High-rise Specific Plan.

Resources: Included in appropriations - \$275,000

Goal: Develop and implement a balanced affordable housing program.

Develop and implement a balanced, affordable housing program focused on home buyer assistance, rehabilitation, new construction, and in-fill.

Resources: Included in appropriations - \$10,000,000

Key Result Area: Resource

Goal: Secure all necessary resources to succeed in all key result areas.

The enterprise operation of the Department will not be adding any new fees for FY 2005. A comprehensive fee update for entitlements and building permits will be necessary in the near future to determine if adjustments are required. The enterprise operation desires to maintain a minimum ten percent reserve at all times. The Code Enforcement Division is adding one new fee to supplement its cost recovery program. This must be done to reduce reliance upon Community Development Block Grant (CDBG) and Community Sanitation Fund (CSF) resources.

Resources: Included in appropriations - \$380,000 (revenue)

The Code Enforcement Division is active in procuring grants that assist in code enforcement activities. One such grant is the equipment grant, which assists the division in replacing its aging fleet with the purchase of a fully equipped anti-graffiti paint truck and additional standard trucks for the increasing staff. Other items purchased, such as lap top computer, projector and projector screen, will aid in our community education programs. Code Enforcement has also obtained grants that assist cities in managing waste tire facilities and Citywide tire pickup.

Resources: Included in appropriations - \$500,000 (revenue)

Key Result Area: Transportation

Goal: We have a fully integrated, multi-model Regional Surface Master Transportation Plan by 2008.

The Department will be defining multi-model areas as part of the 2025 General Plan implementation. Additionally, staff will be providing valuable input in the development of the Regional Surface Master Transportation Plan.

Resources: Included in appropriations - \$100,000

Key Result Area: "One Fresno"

Goal: All neighborhoods meet the "Beautiful Neighborhood Standard" not later than December 31, 2007.

Develop inner-city development design review guidelines.

Resources: Included in appropriations - \$25,000

The Department launched the Adopt-a-Spot campaign in May 2003, a community partnership effort to mobilize volunteers in beautifying our community. In addition, the Department's graffiti program is proactive in eliminating graffiti throughout our neighborhoods. Graffiti is removed throughout the City within 48 hours from receiving the complaint, which includes the removal of obscene and gang related graffiti within 24 hours. The program operates seven days a week.

Resources: Included in appropriations - \$847,000

The Division has several programs utilizing federal funds, which have direct impact on the pride of home ownership resulting in the beauty and improvement of our neighborhoods. These include the Senior Paint Program (\$129,900), Home Buyer Assistance Program (\$1,500,000), Rehabilitation Program (\$455,100), and Single-Family In-fill Program (\$1,575,000).

Resources: Included in appropriations - \$3,660,000

The City is the recipient of two new grants—one Federal and one State. From Department of Housing and Urban Development (HUD), the American Dream Downpayment Initiative grant (\$338,300) will assist low-income, first-time home buyers in purchasing single-family homes. The Cal-Home grant (\$1,000,000) from the State provides down-payment assistance and closing-cost assistance to low-income and moderate-income persons

Citywide. Home ownership instills a level of pride, which has a reverberating affect on the beauty and curb appeal of our neighborhoods.

Resources: Included in appropriations - \$1,338,000

Goal: Contracts exist with all community institutions by December 31, 2005, to ensure equal access for all residents to education, housing, and employment.

The City contracts with the Fair Housing Council and the Consumer Credit Counseling Service for housing advocacy and home ownership counseling. The City provides services to the homeless through contracts with Fresno County EOC, Marjaree Mason Center, Maroa Home, Poverello House, Spirit of Woman, and Turning Point of Central California. These partnering efforts result in a broad, higher-quality of access for our residents.

Resources: Included in appropriations - \$436,000

Goal: All businesses reflect the beauty and character of their neighborhoods not later than December 31, 2007.

The Conditional Use Permit (CUP) strike team was implemented to address properties with potential hazardous conditions. Properties are researched and inspected to ensure that they have a CUP and are operating in accordance with the conditions of the CUP. The team is a proactive enforcement unit which seeks out and monitors solid waste recycling and hazardous waste facilities for compliance of the Fresno Municipal Code (FMC) and the protection of life health and safety.

Resources: Included in appropriations - \$450,000

Key Result Area: Public Safety

New Goal: Promote and maintain a high standard for public health.

Effectively implement Planning and Zoning Laws/Building Codes to ensure adequate public safety on all properties.

Resources: Included in appropriations - \$6,212,900 (Building and Safety)

Housing Code Enforcement preserves existing buildings and properties by enforcing minimal structural, electrical, plumbing, and mechanical integrity standards. Included are single family residential, multi-family residential, care facilities, hotel, motel, and commercial buildings.

Resources: Included in appropriations - \$3,170,500

Public Nuisance Code Enforcement protects the public by preventing blight in neighborhoods and protecting life, health and safety of the public. This is accomplished through enforcement of the FMC in regards to overgrown landscaping (including weed abatement), abandoned/inoperable vehicles, junk and rubbish on properties, illegally dumped tires, parking on unimproved surfaces, mobile vendors, vacant buildings, illegal dumping, and combustible materials.

Resources: Included in appropriations - \$2,324,600

Zoning Code Enforcement, enforcement of the zoning codes, promotes the beautification of communities and protects life, health, and safety of the public. The Code Enforcement Division enforces against the illegal erection of structures and sign violations that promote blight and preventing potentially hazardous land uses.

Resources: Included in appropriations - \$809,600

Key Result Area: Environmental Stewardship

Goal: Attain full Federal air-quality compliance by 2012.

The Department will utilize mixed-use standards, a comprehensive Zoning Ordinance update, and design guidelines directed toward integrating land uses to encourage use of alternative transportation modes that will reduce energy consumption and improve air quality.

Resources: Included in appropriations - \$350,000 (included in General Plan)

Goal: Secure and preserve significant natural, historical, and cultural assets by 2010.

Maintain an adequate Historic Preservation Program through implementation of the historic preservation element, demolition permit review, register placement, and Historic Preservation Commission action.

Resources: Included in appropriations - \$50,000 (included in General Plan)

Key Result Area: Economic Development

Goal: Fresno has 4,500 acres of industrial park build out or turn key available by December 31, 2008.

Department will be completing a specific plan for the 1,600-acre Fresno General Plan Southeast Growth Area Business Park.

Resources: Included in appropriations - \$350,000

Key Result Area: Regional Cooperation

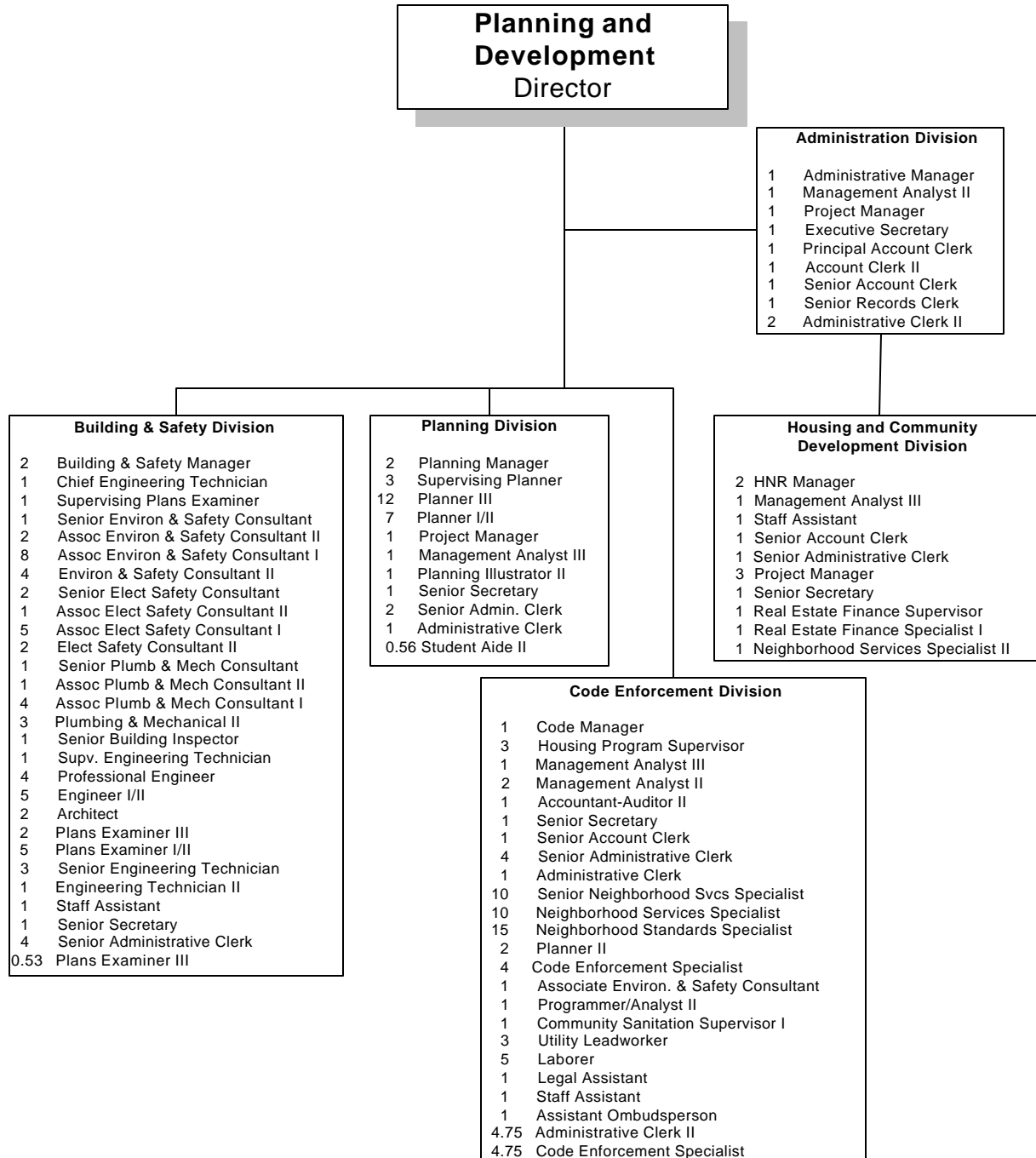
Goal: We have a multi-agency public land use agreement by 2009.

Consistent with policies in the General Plan Regional Cooperation Element, joint meetings with neighboring local jurisdictions, and the state will be pursued to further regional land use and transportation planning.

Resources: Within existing appropriations



ORGANIZATION CHART - FY 2005



192.00 Permanent Full-Time Equivalent Positions

10.03 Permanent Part-Time Equivalent Positions

1.56 Temporary Part-Time Equivalent Positions203.59 Authorized Positions

AUTHORIZED POSITIONS SUMMARY

DIVISION	FY 2003	FY 2004	FY 2005
Administration Division	10.00	9.00	11.00
Planning Division	24.76	30.32	31.56
Building & Safety Division	59.74	59.53	68.53
Housing & Community Development Division	17.40	14.00	13.00
Code Enforcement Division	55.23	77.50	79.50
TOTAL	167.13	190.35	203.59

Reconciliation of Position Changes FY 2004 Adopted to FY 2005 Submission

FY 2004 Adopted	190.35
-----------------	--------

Midyear Changes:

Development adds positions to improve Project Time lines and inspection efficiencies.

13.00

Total Authorized Positions FY 2004 as Amended	203.35
------------------------------------------------------	---------------

Requested Change in Temporary (Wages) FTE's	(0.76)
---------------------------------------------	--------

Addition of Code Enforcement Position	1.00
---------------------------------------	------

FY 2005 Adopted	203.59
------------------------	---------------

DEPARTMENT FUNDING BY SOURCE

Fund	FY 2002 Actuals	FY 2003 Actuals	FY 2004 Amended	FY 2005 Adopted
Development Enterprise Fund	\$ 7,011,500	\$ 12,432,700	\$ 11,549,300	\$ 14,813,700
Use of/(Contribution) to Reserves	2,136,100	(3,697,000)	(169,300)	(1,874,100)
Community Dev Block Grant Fund	3,900,900	3,959,200	4,233,100	4,349,800
General Fund	138,700	149,600	144,800	262,700
Housing Grants	0	0	0	1,338,300
Housing Operating Fund	3,484,700	3,784,900	8,462,200	10,776,500
Community Sanitation Fund	2,123,600	2,116,600	2,000,700	1,536,300
Misc. Code Enforcement Grants	0	1,800	470,500	344,400
Code Enfor. Cost Recovery Fund	0	0	675,000	1,448,700
TOTAL	\$ 18,795,500	\$ 18,747,800	\$ 27,366,300	\$ 32,996,300

DEPARTMENT SUMMARY APPROPRIATIONS

	FY 2002 Actuals	FY 2003 Actuals	FY 2004 Amended	FY 2005 Adopted
Administration Services				
Development Enterprise Fund	\$ 1,179,100	\$ 927,800	\$ 1,314,000	\$ 1,345,300
Division Subtotal	\$ 1,179,100	\$ 927,800	\$ 1,314,000	\$ 1,345,300
Building & Safety Services				
Development Enterprise Fund	\$ 4,756,700	\$ 4,980,200	\$ 5,729,400	\$ 6,212,900
Division Subtotal	\$ 4,756,700	\$ 4,980,200	\$ 5,729,400	\$ 6,212,900
Planning				
Development Enterprise Fund	\$ 2,560,100	\$ 2,827,600	\$ 3,967,100	\$ 4,931,500
Community Dev Block Grant Fund	80,500	82,200	73,300	110,000
General Fund	48,000	50,700	56,500	52,700
Division Subtotal	\$ 2,688,600	\$ 2,960,500	\$ 4,096,900	\$ 5,094,200
Housing & Community Dev.				
Community Dev Block Grant Fund	\$ 840,400	\$ 661,100	\$ 944,400	\$ 1,077,600
General Fund	32,100	40,600	29,700	29,900
Housing Grants	0	0	0	1,338,300
Housing Operating Fund	3,484,700	3,784,900	8,462,200	10,776,600
	\$ 4,357,200	\$ 4,486,600	\$ 9,436,300	\$ 13,222,400
Code Enforcement				
Community Dev Block Grant Fund	\$ 2,755,000	\$ 3,216,000	\$ 3,215,400	\$ 3,162,200
Development Enterprise Fund	0	0	369,500	450,000
General Fund	58,600	58,300	58,600	180,100
Community Sanitation Fund	2,123,600	2,116,600	2,000,700	1,536,400
Misc. State Grants Fund	0	1,800	470,500	344,400
Code Enforcement Cost Recovery	0	0	675,000	1,448,700
Division Subtotal	4,937,200	5,392,700	6,789,700	7,121,800
Total Department Funding	\$17,918,800	\$ 18,747,800	\$ 27,366,300	\$ 32,996,600

Reorganization: In FY 2004, the Housing and Community Development (HCD) and Code Enforcement Divisions have been moved from the Housing, Economic, and Community Development Department to Planning and Development. In addition, the Historic Preservation Program has been relocated from the HCD Division to the Planning Division. Finally, the Anti-Graffiti program has been moved from the Community Sanitation Division (CSD) to the Code Enforcement Division. The appropriations for the program are shown above, however, the positions for FY 2003 are shown with the rest of CSD under the Department of Public Utilities.

Note: The Development Enterprise Fund receives \$225,000 in CDBG funding for the Inner City Fee Reduction program. It is included in the Enterprise fund in the above schedule.

BUDGET COMMENTS

Interdepartmental Charges: The Department's Adopted Budget for FY 2005 fully funds increases in interdepartmental (ID) charges and workers' compensation insurance.

ACCOMPLISHMENTS:

Administration Division

- Developed and monitored overall performance of Department resources, processes, and policies to ensure efficiencies and customer service.
- Initiated and supported changes in the organization to achieve greater focus on customers, teamwork, responsiveness, results, and entrepreneurship.
- Encouraged, created, and defined new organizational goals.
- Provided managers the tools to monitor expenditures and revenues.

Building & Safety Services Division

- Building and Safety Services increased staffing levels in both the Permits Center and Inspection Services to meet increasing service demands. These staffing increases assist us in meeting our performance measures and customer service needs.
- Inspection Services is transitioning to multi-discipline inspections to help increase overall inspection efficiency and aid in meeting future demands. The inspections will be focused on residential and light commercial projects.
- The Permit Center has initiated an express lane for small or less complex permits to better serve the public. The initial reaction to this processing change has been positive and has decreased waiting times.
- Building and Safety Services processed 23,937 permits and conducted 94,395 inspections during calendar year 2003. This represents a 22 percent increase in permits and a 11 percent increase in inspections over the previous year.

Code Enforcement Division

- The CUP strike team was implemented to address properties with potential hazardous conditions. Properties are researched and inspected to ensure that they have a CUP and are operating in accordance with the conditions of the CUP.
- Illegal dumping is an increasing problem within the City of Fresno. Due to the serious health and safety issues caused by illegal dumping, Code Enforcement has assigned two inspectors to conduct surveillance Citywide. This inspector addresses violators dumping in alleys, vacant lots, main streets, and residences adding to Operation Clean Up piles in neighborhoods other than their own. This program has had a positive impact in decreasing visual blight in neighborhoods.
- Collaboration with local agencies (Rail Roads, Fresno Unified School District, Redevelopment Agency) in regards to weed abatement and securing of vacant buildings. Resulted in the clean up and securing of property by the various agencies.
- Adopt-A-Spot campaign launched in May 2003, a community partnership effort to mobilize volunteers in beautifying our community by adopting a light pole or an area to keep it free of graffiti. To date, 451 volunteers have signed up.
- The Division has increased internal training opportunities through ongoing safety and educational training for all field staff. This has resulted in improved community relations and quality of service.

Housing and Community Development Division

- **Downtown Housing** - Initiated the Broadway Row residential mixed-use project in the Uptown Arts District. A successful Request for Qualifications was developed that led to a national competition among development companies. The Division also facilitated and negotiated the 1807 Broadway residential mixed-use project at the site of the former Vagabond Hotel, scheduled for ground breaking in the Summer of 2004.
- **Redesigned our former down payment and low income assistance programs into the new Home Buyer Assistance Program.** A very successful local marketing campaign led to an overwhelming response from prospective first time home buyers. Housing and Community Development also secured additional state and federal funds for the program totaling over \$1.3 million.
- **New Residential Construction** - Through our partnerships with housing developers, over 200 single family and 50 multifamily units are under construction or soon to be under construction.
- **Rehabilitation and Senior Paints** - Through our partnership with the Housing Authority, the Division has implemented an agreement for over 100 moderate and substantial rehabilitation projects for owner occupied residences in target areas of central Fresno. Our senior paint program experienced a very successful year with over 40 homes repainted within the first six months of the fiscal year.

Planning Division

- Improved the effectiveness of the application control center by providing the appropriate Citywide resources.
- Dedicated to the implementation of the 2025 General Plan including identifying resources necessary to perform a comprehensive Zoning Ordinance update and preparation of several specific and community plans.
- Encouraged increased interaction between design professionals and staff prior to design to develop proper expectation of work product.

ISSUES:

Code Enforcement Division

- **Funding:** The Division is continuing to aggressively enhance their cost recovery efforts; for FY 2005, they have more than doubled the amount of the Division's costs covered by fee based revenues. The portion of the Division's cost supported by CDBG and the Community Sanitation Fund have dropped relative to FY 2004. This is part of the ongoing effort to make the Division as self supporting as possible.

SERVICE IMPACTS:

Administration Division

- **Document Imaging System:** The Department is currently working with ISD to obtain estimates from outside vendors for a system. The Department currently stores numerous records offsite. These offsite files are retrieved and examined each time a new project at the same address is filed. Customer service would be significantly improved if historical documents were readily available electronically.
Cost: \$150,000
- **Position Conversion:** The Division will be converting a Management Analyst III to a Planning & Development Administration Manager. This change better reflects the level of duties with the division and the Department as a whole.
Cost: \$0

- **Development Support to other City Departments:** As a new initiative, the Department will be funding additional staffing in the Public Works (DPW) and Public Utilities Departments (DPU). Development Department activity levels have increased significantly. The department routes its projects to DPW and DPU for the purpose of plan review. DPW currently charges \$91.00 per project and DPU does not have a fee for reviews. As neither department has sufficient staffing to address the increased activity, the amount of \$300,000 will be available to provide both departments with additional resources. Cost: \$225,000 to Public Works, \$75,000 to Public Utilities

Building & Safety Services Division

- **Voice Response System:** The Division is working with ISD to purchase and implement an interactive voice response system. This system will enhance the new "Click to Gov" system and will provide a broad spectrum of customer service access to both Building and Safety Services and Planning and Zoning information. The installation of this system will free up office staff so that they can focus on critical issues necessary to meet time-line goals.
Cost: \$85,400
- **Position Conversion:** The Division will be converting the temporary Plans Examiner III into a permanent part-time position. This position is required to maintain time-lines in the Permit Center.
Cost: \$3,700

Planning Division

- **General Plan Implementation:** The Department continues with the multi-year task. The amount budgeted is required to be set aside pursuant to court ordered settlement agreement between the Medical Advocates for Healthy Air (MAHA) and the City dated June 30, 2003. The Settlement Agreement between the City of Fresno and the MAHA requires that \$1,025,000 be set aside specifically for tasks associated with the implementation of the General Plan.
The tasks include the following:

Zoning Ordinance amendments that define and implement the mixed-use zone districts	\$350,000
Determine boundaries and definitions of activity centers and establish parameters for locating transit stations within each activity center. Define the system of transit connections.	\$100,000
Draft Southeast Growth Area Plan and Southeast Growth Area Industrial Business Park Plan	\$300,000
Draft Mid-Rise High-Rise Corridor Specific Plan	\$275,000
Note: Settlement Agreement does not assign a specific dollar amount to each task. Settlement agreement provides total, staff estimated individual costs.	

Housing and Community Development Division

- **Homeless Needs Assessment:** As a condition of receiving federal entitlement grants, the City of Fresno is required to prepare a Consolidated Plan. One component of the Consolidated Plan is the Homeless Needs Assessment, also known as a Gaps Analysis. The Gaps Analysis is a comprehensive assessment of the needs for homeless persons that include a description of the jurisdictions' identification of priority needs and allocation priorities based on reliable data that meets HUD standards. The report must reflect the required consultation with homeless assistance providers, homeless persons, and other concerned citizens regarding the needs of homeless families with children and individuals. The jurisdiction must provide an analysis of how the needs of each category of residents provided the basis for determining the relative priority of each priority homeless need category.
Cost: \$50,000

- **Senior Paint Program:** This very popular program will receive increased CDBG funding. The program offers no cost exterior painting to low income senior home owners.
Cost: \$129,900
- **Consumer Credit Counseling Program:** In FY 2005, the Division will administer two new grants for low and moderate income persons to purchase a home. This will increase the number of home buyer programs the Division supports to three. Each of the programs require home buyer counseling to ensure potential home buyers are adequately prepared to take on the responsibilities that come with being a home owner. Consumer Credit Counseling is a HUD-approved housing counseling agency.
Cost: \$40,000
- **Home Funds:** The FY 2005 adopted amount for HOME funds is \$9,797,500. These funds will be used in the following areas:

Home Buyer Assistance	\$1,500,000
Rehabilitation (Housing Authority)	455,100
Single Family Infill	1,575,000
New Downtown Development (e.g., Broadway Row)	3,500,000

- **New Housing Grants:** The City of Fresno is the recipient of two new grants, one Federal and one State. From HUD, the American Dream Downpayment Initiative grant (\$338,300) will assist low-income, first time homebuyers in purchasing single-family homes. The Cal Home Grant (\$1,000,000) from the State provides down payment and closing cost assistance to and low and moderate income persons Citywide.

Code Enforcement Division

- **Fee Adjustments:** The Division has one new fee. The Solid Waste Recyclers Certification Process is already in place; however, no fees were enacted when the ordinance was approved.
- **Positions:** The Division will be adding an Assistant Ombudsperson position. This position will represent the Division at both large and small community events, and as community liaison to the non-profit organizations that work with the Division. They will also conduct education programs and mediate on-going code violations with customers.
Cost: \$38,000